



JOB SPECIFICATION

CONSUMER AFFAIRS OFFICER

Code 11340
Grade PM 126

General Purpose

Under direction, as an individual contributor manage the consumer affairs function of a major public service organization or coordinate consumer affairs function for assigned utility franchises.

Typical Duties:

Receive, evaluate and act on complaints, inquiries, requests for assistance from constituents, customers and stakeholders, government officials and others and resolve disputes regarding quality or failure of service and recommend service improvement programs. Involves: Plan and conduct studies of work problems and procedures, organizational change, communications and information flow. Compile and analyze information on problems or procedures using statistical methods. Coordinate with individual utilities to obtain information and to resolve customer complaints. Evaluate departmental or individual utility operating procedures and make recommendations to promote continuous quality improvement and reduce customer complaints. Ascertain responsibility, develop solutions and alternate methods of proceeding. Organize and document findings and prepare recommendations regarding new systems, procedures or organizational changes for supervisor and provide early warning regarding areas of emerging organizational concern. Confer with own management for procedural guidance and policy interpretation in conducting investigations into and resolution of situations of an unprecedented nature.

Represent the assigned functional organization. Involves: Serve on boards and committees, which includes attending meetings and hearings and performing participatory functions. Promote awareness of department activities and actions. Develop and maintain effective and positive public relations by establishing processes that facilitate communication between management, utilities, legislators, staff, and customers. Direct inquiring parties to proper department, utility, or individual responsible for providing requested services or dealing with issues raised and track results of referral. Serve as a communication conduit between parties and mediate as requested to facilitate resolution of unresolved complaints or obtain and expedite coordinated services of more than one department or utility franchise. Meet with complainants or arrange meetings with appropriate officials. Assist inquirers through detailed, difficult or complex procedures by interpreting and clarifying applicable policies and procedures. Consult with various groups regarding service delivery methods and procedures that foster flexible administrative practices to optimize the organization's capabilities. Track outcome of complainant cases.

May supervise assigned staff. Involves: Schedule, assign and review operational and procedural activities. Prioritize, adjust and coordinate plant activities to meet unforeseen scheduling changes or emergencies. Instruct, guide and check work. Appraise employee performance. Provide training and development. Review and enforce occupational health and safety rules and regulations. Issue safety equipment. Enforce personnel rules, regulations, and work standards. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.



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Knowledge, Skills, and Abilities

- Application of considerable knowledge of administrative principles and methods.
- Application of considerable knowledge of operations and services in area of assignment.
- Application of good knowledge of research and investigation, and statistical analysis practices.
- Application of good knowledge of customer relations, and grievance or conflict resolution techniques.
- Read, analyze, interpret and explain abstract and concrete requirements of applicable ordinances, regulations and policies.
- Make decisions by applying principles of logic and analysis to practical problems.
- Maintain records and prepare reports.
- Establish and maintain courteous, effective working relationships with fellow employees, officials and the public, including irate people.
- Clear, concise oral and written communication, to tactfully and impartially facilitate and resolve conflicting viewpoints.

Other Job Characteristics

- Regular driving through City traffic.
- Occasional moving over uneven terrain, climbing ladders, and conducting inspections outdoors in extreme weather conditions.

Minimum Qualifications

Education and Experience: Bachelor's Degree in Public or Business Administration or related field, plus three (3) years of professional experience in public relations, marketing, or dispute or complaint investigation and resolution, including one (1) year in a functional organization comparable to area of assignment.

Licenses and Certificates: Valid Texas Class "C" driver's license or equivalent from another state